ENCLOSURE 1

REPRESENTATIVE TASK ORDER STATEMENT OF WORK

HEADQUARTERS INFROMATION TECHNOLOGY SUPPORT SERVICESS

(HITSS III)

NNH17579608R

August 2016

Representative Task Order (RTO)
Statement of Work
IT Services and Support for a Large HQ Organization

1. INTRODUCTION AND SCOPE

1.1 Background

The Office's information technology (IT) infrastructure includes the following applications:

i. **One Stop Shopping Initiative (OSSI)** – a NASA-wide system for the recruitment, application, selection , and career development of undergraduate and graduate students primarily in science, technology, engineering, and mathematics (STEM) disciplines.

ii. **OSSI Information Center (OIC)** –The OIC provides a single interface for Students, Mentors, Faculty, and Stakeholders to submit questions or comments about OSSI Launchpad programs, applications and resources. Each inquiry is automatically routed to the appropriate Subject Matter Expert (SME) for a timely response.

iii. **Office of Education Performance Management (OEPM) and Office of Education Data Collection (OEDC)** (Note: OEDC is the public facing portal for access to OEPM by external users) - the centralized collection point for the collection and reporting of Office of Education performance measurement across the Education Offices and Programs across NASA.

iv. **Launchpad** – The primary goal of Launchpad is to serve as an effective communication tool that helps external users learn about STEM related content, events, and opportunities.

v. **NASA Student Ambassador Virtual Community (NSAVC**) – The NSAVC serves as an online community network designed to foster greater interaction and mentorship among interns of NASA's higher education projects. (**Note: This application is currently offline, however data from the legacy application may need to be migrated to the new infrastructure**.

vi. **Student Online Research Journal (SORJ) –** SORJ is an interactive and iterative communication IT application tool designed to enhance STEM competencies and research skill development. (**Note: This application is currently offline, however data from the legacy application may need to be migrated to the new infrastructure**)

1.2 Scope of Services

(a) The Government requests Contractor services for the analysis and evaluation of the OSSI and OEPM applications (architecture and technology), data, business processes/workflows, and reporting to determine the appropriate action(s) required for application modernization, improved usability, performance, security, stability, and functionality of the application to support NASA the organization's daily operations.

(b) Contractor services shall include collaboration with the NEACC in the identification of required triage of system components for the the organizationinfrastructure to make them suitable for migration from the current hosting environment.

(c) Contractor services shall implement proposed triage plan for the organization's IT applications and shall develop and execute a migration plan and schedule for migrating the application or data from another NASA Center.

(d) Contractor shall provide services to support :

Service	Contractor
Incident (ITIL defined as User created Service ticket)	4 Business Hours for initial response
Escalated Incidents	1 Hour
Prime Time Password Re-sets	30 Minutes
Prime Time Service Outages for Applications and/or Servers	5 Minutes
Prime Time Application and Server Hardware or Software Problems	30 Minutes
Prime or Non-Prime Time Security Incidents	30 Minutes

Severity Definitions - Application Level

Problem Severity	Initial Response Time	Follow-up w/Client
Level 1 (during normal business hours)	Respond to client within 1 hour of notification 100% of the time.	Hourly
Level 1 (off hours)	Respond to client within 3 hours of notification 95% of the time	Hourly
Level 2 (during normal business hours)	Respond to client within 4 hours of notification 100 % of the time	Daily
Level 3 (during normal business hours)	Respond to client within 1 working day of notification 100% of the time	Weekly
Level 4 (during normal business hours)	Respond to client within 3 working days of notification 100% of the time	Monthly

Severity Level 1: **Major Business Impact** – defined as a problem that causes complete loss of service to the Client production environment and work cannot reasonably continue. Workarounds to provide the same functionality are not possible and cannot be found in time to minimize the impact on the Client's business. The problem has one or more of the following characteristics:

A large number of users cannot access the system.
Critical functionality is not available. The application cannot continue because a vital feature is inoperable, data cannot be secured, backed up, etc.

Severity Level 2: **Significant Business Impact** – this classification applies when processing can proceed but performance is significantly reduced and/or operation of the system is considered severely limited. No workaround is available, however operation can continue in a restricted fashion. The problem has one or more of the following characteristics:

Internal software error, causing the system to fail, but restart or recovery is possible.
Severely degraded performance.
Some important functionality is unavailable, yet the system can continue to operate in a restricted fashion.

Severity Level 3: Minor Business Impact – a problem that causes minimal loss of service. The impact of the problem is minor or an inconvenience, such as a manual bypass to restore product functionality. The problem has one or more of the following characteristics:

A software error for which there is a Client acceptable workaround.
Minimal performance degradation.
Software error requiring manual editing of configuration or script files around a problem.

Severity Level 4: **No Business Impact** – a problem that causes no loss of service and in no way impedes use of the system. The impact of the problem has one or more of the following characteristics:

A software enhancement for which there is a Client acceptable workaround.
Documentation error.

General Service Level Agreements (SLA) for Applications:

- **99.5 percent availability required between the hours of 8 am and 6 pm EST**

(e) Contractor services shall include a recommendation of appropriate action(s) required for better utilization, security, usability, performance, stability, and functionality of the applications. (The recommendation must consider existing IT applications/services and/or COTS products (AoA).) Upon NASA the organization approval, the contractor shall design, develop, and implement the technical requirements associated with the recommendation. This design, development, and implementation will consist of new system development. The new system development shall be developed in a manner consistent with the organizationstrategies for improving traceability and reporting through the organization IT applications with NASA IT and federal IT standards and best practices. The contractor services shall include close-out/termination of the existing system in a manner that is consistent with the organizationbusiness needs for accessing and archiving data contained within legacy systems and within compliance to NASA IT and federal IT standards and best practices.

(f) The Contractor services shall provide environments necessary to support the Systems Development Life Cycle (SDLC) at a minimum to include the development, staging/testing, and production environments unless a Software as a Services (SaaS) solution is utilized. Contractors shall also engage in knowledge (technical and functional) transfer between the current the organizationservices providers and contractor, performance testing of the production environment, verification of functional testing of the production environment, performance of business readiness and migration of the applications (code, database) to the new environments.

(g) Contractor services shall obtain the software and licensing (as required) to support and maintain the modernization of the the organizationIT infrastructure.

(h) Contractor services shall include user support (e.g. help desk), training, and development and maintenance of system and user help documentation and/or materials.

(i) Contractor shall facilitate stakeholder meetings to complete stakeholder analysis, collect user/system requirements, and provide projects updates and the organizationIT-related support services.

(j) Upon completion of the necessary triage, development, enhancement, and/or implementation of the modernized systems, the contractor services shall provide Operations & Maintenance support.

(k) Contractor services shall include system requirements management, to include requirements gathering, planning, and documentation and system design plans for development, implementation, and deployment. Contractor shall also provide and maintain system architecture artifacts (e.g. operational systems views, application system views, and data flow views).

(l) Contractor shall complete the security plan and perform all information assurance-related support activities for the the organization IT infrastructure applications.

(m) Contractor shall complete all Section 508 compliance activities required for the OSSI, OEPM, and related applications (including application controls, contingency and disaster recovery plans).

(n) Data imported or input from users will be available to NASA users at all agreed upon time and is the property of NASA. Contractor shall make all system data available to NASA.

2. TASK ORDER

2.1 Task Level Requirements

This Task Order contains the requirements to be performed at cost (based on the current cost reimbursable contract under which this task will be established). The cost to perform the work described in this Task Order includes all labor (hourly rates), materials, supplies, software, equipment (except that which will be furnished by NASA, see section 6), supervision, management, and direction necessary to perform the services.

2.2 Staffing Requirements

In order to meet the expected objectives, tasks, and deliverables detailed within this Task Order, the Contractor shall engage ***at least*** the following personnel resources:

2.2.2 Software Project Manager, minimum 5 years experience. The Software Project Manager shall have knowledge of and experience in application development, logical and physical database design and testing.

The Software Project Manager shall have a strong background in software development and integration. The Software Project Manager shall be experienced with deploying Agile Management/Scrum, conducting Analysis of Alternatives, application migrations, data migrations, new application

development, and application enhancements. Experience includes demonstrated ability in providing resolutions in smaller, incremental development cycles (i.e. time box methods) in order to produce a working subset of the entire system deliverable at the end of each iteration milestone.

2.2.3 Full Stack Developer, minimum 5 years experience. Technical Information Technology Specialist shall have experience performing technical analysis for identifying appropriate tools, technology, and configurations for determining technical solutions. The Technical Information Technology Specialist shall be

- Experienced with software development in java, .net, and other current code structures and related technologies.
- Familiar with presentation, integration, and data layers for application/system architectures.
- Familiar with software that can be utilized for the presentation, integration, and data layers.
- Experienced with analyzing an application/system to determine needed triage for suitability for migration to another NASA Center.

The Technical Information Technology Specialist shall be able to write and document feasibility analysis results, impact analysis, as well as develop proposals for design and architecture options.

2.2.4 Systems Architect, minimum of 5 years experience

2.3 Technical Requirements

2.3.1 The Contractor shall conduct analysis and evaluation of the OSSI and OEPM applications (architecture and technology), data, business processes/workflows, and reporting to determine the appropriate action(s) required for better utilization, security, usability, performance, stability, and functionality of the application to support NASA the organizationdaily operations.

Contractor shall gather requirements, develop requirements documentation, and system design of existing OSSI, OEPM, and related applications as well as the recommended technical solutions (COTS and/or existing application).

2.3.2 The Contractor shall provide a report of the analysis and evaluation of the OSSI and OEPM applications for review by NASA the organizationand HQ ITCD.

2.3.3 The Contractor shall identify required triage of the OSSI and OEPM applications to make them suitable for migration from the current hosting environment to another NASA Center.

2.3.4 The Contractor shall recommend and implement (as requested) proposed triage on the OSSI and OEPM applications and shall develop and execute a migration plan and schedule for migrating the application to another NASA Center.

2.3.5 The Contractor shall

a. Conduct an Analysis of Alternatives (AoA) complete with proposed recommendations to support the organizationdecision making.

b. Provide a recommendation of appropriate action(s) required for better utilization, usability, security, performance, stability, and functionality of the applications.

c. Design/architect, develop, and implement new OSSI and OEPM applications, terminate the existing systems and archive required data.

d. Perform software development and configuration according to NASA IT and federal IT standards and best practices. Provide system and release documentation.

2.3.6 The Contractor shall provide user support, routine and adhoc training (including preparation of annual training plan in accordance to the the organizationIT Training Plan Guide), and development and maintenance of system (system/enterprise artifacts) and user documentation.

2.3.7 The Contractor shall provide help desk services from 8:00 am to 5:00 pm EST Monday - Friday. The Contractor shall provide services including initial intake of the call and routing to the appropriate resource for resolution or escalation.

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A software enhancement for which there is a Client acceptable workaround.
Documentation error.

2.3.8 The Contractor shall provide Operations & Maintenance support of technical solutions and implementations associated with the OSSI and OEPM applications.

2.3.9 The Contractor shall conduct training sessions for NASA stakeholders. Obtain, assess, and evaluate comments and feedback from NASA stakeholders. Executing continuous process improvement practices, the Contractor shall update the training materials and user guides, as appropriate (i.e. per release).

2.3.10 User Acceptance Testing shall be completed and the Contractor shall provide test scripts to support user acceptance testing activities.

2.4 Security Requirements

2.4.1 The Contractor shall not publish or disclose in any manner, without the Contracting Officer's written consent, the details of any safeguards used by NASA to protect its systems.

2.4.2 No system data furnished under this task order shall be disclosed outside of this contract without the specific written approval of the NASA Contracting Officer.

2.4.3 In pursuant to NASA Federal Acquisition Regulation (FAR) clause 1852.204-76, the Contractor shall protect the confidentiality, integrity, and availability of NASA Electronic Information and Information resources and protect NASA Electronic Information and Information resources from unauthorized disclosure.

2.4.4 NASA FAR clause 1852.204-76 is applicable to all NASA contractors and sub-contractors that process, manage, access, or store unclassified electronic information, to include sensitive but unclassified (SBU) information, for NASA in support of NASA's missions, programs, projects and/or institutional

requirements. Applicable requirements, regulations, policies, and guidelines can be found at: http://www.nasa.gov/offices/ocio/itsecurity. For policy information considered sensitive, the documents will be identified as such in the Applicable Document List (ADL) and made available through the Contracting Officer.

2.4.5 In performance of this task order, the Contractor may have access to government information systems that contain sensitive data. The Contractor agrees to comply with and assume responsibility for compliance by its employees with NASA Policy Directive 1382.17, NASA Privacy Policy.

a. The Contractor shall ***protect*** privacy information that is collected, used, maintained, and disseminated by NASA. The contractor shall maintain compliance with all Federal required privacy requirements outlined in the Privacy Act of 1974 and amendments, and in other Federal statutes and guidance including the E-Government Act of 2002, the Children's Online Privacy Protection Act (COPPA), the Health Insurance Portability and Accountability Act and the Office of Management and Budget (OMB) memoranda and circulars.

b. The contractor shall adhere to Federal laws and regulations which restrict disclosure of records containing privacy information, grant individuals rights of access and to request an amendment to agency records pertaining to themselves, and require NASA and its Contractors to comply with statutes for the collection, maintenance, and dissemination of records containing privacy information.

c. The Contractor shall adhere to NASA collection, maintenance, use, and dissemination of privacy information for both electronic mechanisms and for non-electronic media and shall comply with Federal statutes and guidance.

d. The Contractor shall adhere to NASA information and information systems policy which requires the use of NASA-specific identifiers unless the use of social security numbers (SSN) is mandated by external requirements or is needed to meet the NASA mission or business operation requirements.

2.4.6 All Contractor personnel that have the ability to access NASA information systems shall be subject to the personnel clearances requirements. NASA may remove access privileges for Contractor personnel for unauthorized, negligent, or willful actions. These actions may include, but are not limited to exploration of the system, introduction of malicious software, unauthorized modification or disclosure of the system or data.

2.4.7 The Contractor shall ensure that all Contractor personnel sign a confidentiality agreement (as applicable) prior to having access to any system.

2.4.8 Any system data made available in any format **shall be used only for the purpose of carrying out the provisions of this task order**. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of this task order as approved by NASA. Disclosure to anyone other than an officer or authorized employee of the Contractor shall be prohibited.

2.4.9 All system data shall be accounted for upon receipt and properly stored before, during, and after processing.

2.4.10 The Contractor certifies that system data used during the performance of this task order **shall not** be processed nor stored in non-NASA issued computer/electronic components at its computer facility(ies), and no output shall be retained by the Contractor at the time the work is completed.

2.4.11 If cloud-based hosting is selected, then the organizationrequires a FEDRAMP certified solution.

2.4.12 The Contractor shall certify that system data remaining in any NASA approved storage component is properly safeguarded to prevent unauthorized disclosures.

2.4.13 Any spoilage or any intermediate hard copy printout which may result while using system data shall be destroyed using a document shredder or other method approved by the Contractor Official Representative/Technical Monitor (COR/TM).

2.4.14 To the extent required to carry out a program of inspection to safeguard against threats and hazards to the security, integrity, and confidentiality of government data, the Contractor shall afford the government access to the Contractor's facilities, installations, technical capabilities, operations, documentation, records, and databases. These inspections may take place at any time during the term of this task order and may include a live demonstration of the Contractor's computer systems to ensure that NASA data is not being maintained on non-NASA computers. The Contractor will be given advance written notice of NASA's intent to perform an inspection. The Contractor shall immediately correct any specific measures where the Contractor is found to be noncompliant with task order safeguards.

2.4.15 ***Confidentiality.*** Duplication or disclosure of the data and other information to which the Contractor will have access as a result of this task order ***is prohibited***. It is understood that throughout performance of this task order, the Contractor will have access to confidential data which is either the sole property of NASA or is the sole property of other than the contracting parties.

a. The Contractor and its subcontractor(s) (if any) agree to maintain the confidentiality of all data to which access may be gained throughout task order performance, whether title thereto vests in NASA or otherwise. The Contractor and its subcontractor(s) (if any) agree to not disclose said

data, any interpretations and/or translations thereof, or data derivative there from, to unauthorized parties in contravention of these provisions, without the prior written approval of the Contracting Officer or the party in which title thereto is wholly vested.

2.4.16 NASA shall have the rights to terminate this task order if the Contractor fails to provide the safeguards described above.

2.5 Implementation Session

(a) Prior to the commencement of any work, within five (5) calendar days of contract award, all Contractors' personnel assigned to this task order shall attend an implementation session with the COR/TM and the organization to obtain a full understanding of the nature of the work to be performed and the the organizationcriteria for completion of the work with respect to the different phases of this Task Order.

(b) The Contractor shall attend the four (4) hours in person implementation session, prepare meeting minutes during this session, and deliver the draft minutes to the the organizationwithin two (2) calendar days for OE's review and concurrence. The meeting minutes shall highlight any decisions reached, agreements made, or actions to be taken. The Contractor shall update the draft minutes as requested by the organizationand finalize the draft minutes upon OE's concurrence. Once the contractor receives approval to complete the minutes as final, a copy shall be submitted to the the organization within two (2) calendar days.

2.6 Implementation Session Purpose

(a) The implementation session shall cover (in detail) the requirements of this Task Order, as outlined in section 2 of this document.

2.7 Preliminary Planning Phase

(b) The preliminary planning phase shall provide a sound foundation for the processes and procedures to be conducted during the execution of this Task Order. This phase shall serve as a familiarization process designed to provide the Contractor with background information specific to OE's stakeholders, the OSSI and OEPM systems, and project management expectations prior to starting the work.

(c) The Contractor shall provide the organization with a list identifying key Contractor personnel who shall be dedicated, actively involved, and readily accessible throughout the execution of this task order within two (2) calendar days of award. The contractor shall implement processes and procedures to ensure the proper communication of work breakdown structure and task assignments.

(d) The Contractor shall provide its methodology to be used to accomplish the task order objectives ("Task Order Plan"), within ten (10) calendar days of contract award, by:

2.7.1 Documenting the work breakdown structure to include, at a minimum:

a. A schedule of budgeted hours by skill level for each section of the tasks requirement to fulfill this task order.

b. Itemized schedules and milestones.

c. Stakeholders' involvement.

d. Contractor Management oversight, roles, and responsibilities.

e. Descriptions of the information technology based solutions, including: purpose, assumptions, constraints, risks, and dependencies.

f. Requirements for the information technology based solutions, including: global requirements; user requirements; hardware and software environmental requirements; and archival/backup, storage, and retrieval requirements.

g. Proof-of-concept work plans, including: description of roles and responsibilities for implementation and life cycle maintenance of information technology solutions.

h. Processing of software and hardware acquisitions.

i. Performing application review testing.

j. Ensuring appropriate software and hardware integration with OE's data suite and information systems.

k. Testing, training, and documenting of integration processes and completed work.

l. Ensuring NASA information security requirements are continuously maintained throughout the SDLC.

Additionally, the Contractor shall be made aware of the OE's requisite for:

m. OE's schedule and milestone dates for submitting deliverables.

n. Business stakeholders, objectives, and mission requirements.

o. OE's data suites, collection, and analysis of preliminary data and system environment.

2.8 Management Requirements

(a) The Contractor shall maintain routine, consistent, and timely communications with COR/TM and the organizationrepresentatives via phone calls, e-mails, and in-person

meetings. The Contractor shall be prepared to manage ad-hoc communications in order to effectively manage the tasks order requirements.

(b) The Contractor shall prepare a draft program management plan that details the intermediate and required tasks to be completed for this task order. The Contractor shall develop the draft program management plan in consultation with the organizationto ensure appropriate communication, and understanding of task requirements are adequately represented within the program management plan. The draft plan shall contain target milestone dates, which shall be met based on tasks requirement.

(c) The draft program management plan shall be delivered to the Contractor Official Representative/Technical Monitor (COR/TM) within sixty (60) calendar days of contract award for OE's review and approval. The Contractor shall meet with the COR/TM and the organization within five (5) calendar days after delivery of the draft program management plan. During this meeting, the Contractor shall take meeting minutes which shall be used to make changes to the draft program management plan, as discussed during the meeting.

(d) The draft program management plan shall include all of the steps and procedures that the Contractor is required to complete in order to deliver an automated information technology solution for producing and processing paper-based surveys. The Contractor shall ensure that the draft program management plan details the steps required for developing a scalable integration infrastructure that includes the capabilities for uploading paper-based survey results into OE's data suites from remote locations.

(e) The draft program management plan shall remain a living document until the completion of the preliminary/survey planning phase. After the preliminary/survey planning phase, the Contractor shall update the draft program management plan to reflect OE's agreed upon steps. The Contract shall be available to discuss and clarify any concerns specific to the draft program management plan. Additionally, the Contractor shall incorporate any required information into the draft program management plan and provide written responses to questions concerning program management steps.

(f) The Contractor shall provide the COR/TM with the draft program management plan within three (3) calendar days upon completion of the preliminary/survey planning phase. The Contractor shall be available and immediately respond within two (2) calendar days to the COR/TM in order to complete the finalization of the program management plan.

(g) The program management plan shall not be considered final until the Contractor receives written concurrence from OE. The Contractor shall deliver the program management plan to the COR/TM within two (2) calendar days upon approved finalization of the plan.

2.9 Software/System Development Life Cycle

(a) The Contractor shall ensure to implement the Task Order requirements using an Agile Software/System Development Life Cycle (SDLC) to help produce a product that is

cost-efficient, effective, and of high quality. The SDLC methodologies shall be consistent with NASA development, acquisition, security, and system configuration requirements.

(b) Once the program management plan is developed, the SDLC shall be used to map to proper NASA deployment and decommissioning requirements for information technology systems.

2.9.1 At a minimum, the SDLC process phases shall include:

a. System analysis and definition, in order to outline the goals of what needs to be accomplished and set definite requirements.

b. Construction/development stage, the actual engineering of the requirements.

c. Test phase, which shall ensure that the application adheres to NASA information security requirements and that the application/system operates as expected.

d. Implementation phase, which shall ensure that application functionality/enhancements that have passed the user acceptance testing cycle (received the organizationapproval) are successfully moved into production at an agreed upon time complete with release documentation describing the release.

2.9.2 The SDLC shall encompass an understanding of OE's infrastructure regarding strengths, weaknesses, opportunities, threats (SWOT). The results of the SWOT analysis as it aligns with Task Order objectives shall provide results for:

a. Strengths - the organizationattributes that shall be leveraged to achieve task objectives.

b. Weaknesses - the organizationattributes that could impede achieving task objectives.

c. Opportunities - outside conditions that could help to achieve task objectives.

d. Threats - outside conditions that could impede achievement of the objectives.

2.10 Status Meetings

(a) Status meetings between the Contractor, COR/TM, and the organization shall be held bi-weekly, or as mutually agreed to by the aforementioned individuals. At least 24 hours in advance of each status meeting, the Contractor shall provide a proposed written briefing agenda to the COR/TM, preferably by e-mail.

2.10.1 At a minimum, the agenda shall include the following:

a. The time, date, and location (e.g., Teleconference/WebEx/Face-to-Face) of the meeting**.**

b. The status of action items from the last meeting, including any corrective action undertaken.

c. The results of work performed since the last status meeting.

d. Outstanding documentation requests/potential delays.

e. A listing of current findings/concerns to date, along with verification of the existence of supporting documentation; as well as, developing appropriate recommends addressing identified findings/concerns.

f. Planned work to be completed by the next status meeting and next milestone date.

g. Upcoming deadlines.

h. The time and date of the next status meeting.

(b) The Contractor shall maintain minutes of meetings during which the progress of the work is discussed. The meeting minutes shall highlight any decisions reached, agreements made, or actions to be taken. The Contractor shall submit the meeting minutes to the COR/TM within two (2) calendar days after the meeting for OE's review and concurrence.

(c) The Contractor shall update the draft minutes as requested by the organizationand finalize the draft minutes upon OE's approval. Once the Contractor receives approval to complete the minutes as final, a copy should be submitted to the the organizationwithin two (2) calendar days.

(d) The Contractor shall conduct product and sprint planning meetings in support of the agile process.

2.11 Progress Reports

(a) Progress reports shall include names and roles of personnel assigned, milestones achieved, and planned work timetables. The Contractor shall prepare and submit written bi-weekly progress reports that cover all work required to be completed as outlined within this Task Order.

(b) Progress reports shall be submitted to the COR/TM the first Monday after the two (2) week period. Progress reports shall be submitted in a form that describes the status of all on-going work related to the specific tasks and subtasks listed in this Task Order.

2.11.1 At a minimum, each progress report shall contain a description of the following items:

a. Work performed during the current reporting period.

b. Work scheduled to be performed during the next reporting period.

c. Acquisition cost for products and technology alignment systems/equipment.

d. Challenges and corrective measures to be considered for resolution to known challenges.

e. An estimate of the percent completed for each task.

f. Any problems encountered with corrective actions proposed or taken and a statement addressing the potential impact of the problem if left unresolved; including any government action requested.

2.12 Exception Reports

(a) The Contractor shall prepare and submit an exception report describing any problems encountered that may impact the government adversely, require clarification or action by the government, require documentation, or result in a deviation from the approved work plan.

3. ACCEPTANCE CRITERIA

3.1 Performance Measures

(a) Performance measures are means of determining whether the actual performance matches the expected performance to meet the objectives, tasks, and deliverables outlined within this Task Order. The Contractor shall adhere to all quality performance measures to meet the requirements of this Task Order. The the organizationshall evaluate the Contractor's performance by implementing the quality control plan outlined below.

3.1.1 Oversight Practices. OE's Oversight process includes the following.

a. Review and approve all tasks and deliverables. This process shall also encompass the OE's internal review procedural requirements.

b. Participate in planning meetings, product tests, and training exercises whenever the the organizationfeels it is applicable.

3.1.2 Acceptance of Work. COR/TM review comments shall be documented as outlined in the task and subtasks of 2.9. The Office of Inspector General (OIG)

shall evaluate the Contractor's performance in accordance with the following standards the organizationStandards and review procedures.

3.1.3 Rating Factors. The Contractor's performance shall be measured against the following factors.

a. The manner in which the Contractor performs, submits, and/or complies with the OE's requests.

b. The timely and accurate completion of work and related documentation (i.e., presentation and training materials, reports, and selection as well as implementation of technological integration).

c. The manner in which feedback is obtained from the Contractor on task related issues.

3.1.4 Contractor's Quality Control Plan. The Contractor shall ensure that a quality control plan is implemented within their organization prior to work being susceptible to OE's quality assurance process. The Contractor shall prepare and submit documentation indicating the specifics of their quality control program along with the proposal for this Task Order.

3.2 Performance Requirements

(a) If the cause of the performance problem is individual contractor personnel, the Contracting Officer shall provide for a five (5) business day performance improvement period. If the the organizationbelieves improvement does not occur after the five (5) business days of such notification, the Contracting Officer shall require immediate removal of the appropriate personnel and replacement personnel of equal qualifications and experience shall be provided by the Contractor without a break in service.

(b) If the cause of the performance problem spans the task and performance does not improve within five (5) business days of the Contracting Officer's notification, the Contracting Officer may choose to give the Contractor one (1) week notice of the intent to cancel the task without cost impact over the amount obligated and incurred through the date of cancellation

4. Travel and ODC

4.1 Travel - Travel is not anticipated for this Task Order to other NASA Centers and facilities. Primary site location shall be the Contractor's own facility. There will be no reimbursement for local travel.

4.2 ODC – The Contractor shall purchase, develop or obtain software, hardware and training services as needed and approved by the Government Task Order Manager.

5. DELIVERY AND PERFORMANCE

5.1 Deliverable Requirements

(a) The the organizationshall evaluate the work performed under this task based on the degree to which the Contractor fulfills the objectives identified in 1.2 Scope of Services of this task order. The the organizationshall assess this performance continuously during this task. If at any time during this task the the organizationfinds that the quality of service does not fulfill the requirements of this task, the OE's Contracting Officer shall provide written notification to the Contractor.

(b) The documentation of work called for in this Task Order involves submitting documents, reports, slides, and other information to OE. To avoid redundancy in the task-specific deliverables, all deliverables required under this contract shall be prepared and presented in three iterations: 1) working draft, 2) draft, and 3) final version. The Contractor shall submit deliverables as a hard copy and in electronic form via email or compact disk [CD] using Microsoft Word, PowerPoint, Excel, or applicable file formats as agreed upon by the the organizationand Contractor.

(c) All documents (either electronic or printed), including the medium, shall be protected consistent with the overall sensitivity of the document and once created, become the property of the OE. The Contractor shall not maintain archived material relating to the computer information security conclusions of the project. The only authorized backup medium is computer diskettes or CDs that shall also become the property of the OE. The Contractor shall certify, in writing, that no NASA data has been stored on their organization's computer systems or media, tape, or disk for related material pertinent to this project.

(d) the organizationhas access to a considerable amount of information which must be safeguarded to comply with existing laws and regulations and to protect individual rights, critical operations of the Office of Education. Most of this information is unclassified, but it may be termed "Sensitive but Unclassified" (SBU). All documents or electronic data that is considered SBU must be designated as such

to ensure proper controls are in place for the handling, storage, and protection of such information.

(e) "Sensitive but Unclassified' or "SBU" material should be safeguarded from unauthorized disclosure in accordance with the specific NASA requirements. Therefore, it is incumbent on all Contractors receiving access to such information to obtain those requirements and ensure that they are adhered to as long as the information is in the custody of the Contractor. Sensitive information that is determined to be no longer needed may be destroyed by shredding as directed by OE.

(f) Safeguarding sensitive information from disclosure includes precautions against verbal disclosure, prevention of visual access (hard copy or computer screen), and precautions against release of material to unauthorized personnel. Documentation shall be safeguarded from disclosure to unauthorized individuals whether or not the material is physically marked "SBU."

(g) Contractor shall develop, maintain, and deliver all software, system, and architecture documentation (technical and programmatic) as required by the SDLC/Agile methodology, IT best practices and standards, agency requirements, and OE.

5.2 Deliverable Schedule

(a) The following table provides the delivery schedules for the audit products.

Deliverable/Task Order Reference	Due Date for Completion (after task award date, is on or before in calendar days)	*OE's response date (calendar days)*
Implementation Session		
Implementation Session/2.5(a)	5 calendar days post contract award	*the organizationshall Implementation Session Documents Prior to Contract*
Implementation Session Minutes/2.5(b)	2 calendar days after meeting held	*1 day*
Technical Requirements		
Complete and present preliminary findings for the AoA	30 days after task award	
Completion of the Requirements Documentation and Priority Ranking	45 days after task award	
Complete and present final findings for the AoA and report	60 days after task award	
Finalize Modernization Roadmap and Execution Plan	75 days after award	
Proof of Concept Demonstration/Plan 2.3.5 and 2.3.6	90 days after task award	*3 days*
Proof of Concept Pilot Study Results/2.3.7	4 months	*4 days*
Update Program Management Plan Based on Proof of Concept Study Results /2.3.7 and 2.8	Immediately Upon Completion of Pilot Study Result Analysis	*5 days*

Deliverable/Task Order Reference	Due Date for Completion (after task award date, is on or before in calendar days)	*OE's response date (calendar days)*
Workflow Framework - Standard Operating Procedure/2.3.9	5 months	*5 days*
Training Materials, User Guides, and Training Session, User Acceptance Testing/2.3.10	7 months	*5 days*
Preliminary Planning Phase		
List Identifying Key Contractor Personnel/2.7(b)	2 calendar days	*5 days*
Task Order Plan/2.7(c)	10 calendar days	*5 days*
Management Requirements		
Draft Program Management Plan/2.8 (c) and (f)	60 calendar days (within 3 calendar days upon completion of the preliminary/survey planning phase)	*5 days*
Final Program Management Plan	Within 2 calendar days upon COTR/TM approval of Draft	*1 day*
Status Meetings and Progress Reports		
Status Meeting Agenda/Presentation Material / 2.10(a)	Biweekly; 24 hours prior to presentation	*Immediately*
Draft Status Meeting Minutes/2.10(b)	2 calendar days after meeting held	*1 day*
Final Status Meeting Minutes/2.10(c)	2 calendar days after draft has been approved by OE	*1 day*
Progress Report/ 2.11	Bi-weekly (1st Monday after the 2-week period)	*3 days*
Exception Report/2.12	When exceptions are identified	*Immediately*

5.3 Period of Performance

(a) The estimated period of performance is twelve (12) months from the date of award. The Contractor shall perform in a manner to ensure that all required task work is accurate, complete, supported, and approved prior to the end of the performance period.

5.4 Financial Management Requirements

The organization requires a monthly financial report/review of the Task.

5.5 Place of Performance

(a) It is anticipated that work conducted under this task order shall be conducted primarily at the Contractor's own facility. Some work under this task order shall be conducted in NASA facilities: the proof of concept pilot shall involve NASA Headquarters in Washington, DC, and at least three NASA field centers. Prior to conducting any work at NASA, arrangements shall be made for approval and access.

5.5.1 Travel Plan. Travel is not anticipated for this Task Order to other NASA Centers and facilities. Primary site location shall be the Contractor's own facility and at NASA Headquarters in Washington, DC. There will be no reimbursement for local travel.

6. TASK ORDER ADMINISTRATION

6.1 Key Roles

(a) All resumed professional individuals proposed and assigned to this task order by the Contractor are considered key personnel herein.

(b) Replacement is subject to the prior written approval of the the organizationthrough the COR/TM. All key personnel are subject to the following:

1. Contractor proposals to move any key personnel off the task order shall be submitted in writing at least 15 days in advance of proposed move, and are subject to the approval of the COR/TM.

2. Requests for replacement shall include a detailed resume containing a description of position duties and qualifications, as well as information about the qualifications of the individual(s) proposed.

3. The the organizationreserves the right to review the qualifications of all staff selected to work on this task order before assignment, including the individuals proposed (in the Contractor's proposal) and any replacements for these individuals, and to reject individuals whom it determines are not suitable for the program.

(c) The Contractor shall immediately remove any Contractor/subcontractor employee found to represent a threat to the safety of government records, government employees, or other Contractor employees.

(d) Any financial impact caused by the departure or replacement of key personnel shall be absorbed by the Contractor. The NASA shall have no financial responsibility for the loss of key Contractor personnel.

7. PROPERTY RIGHTS

7.1 Government Furnished Data and Materials

(a) NASA shall retain all rights and privileges, including those of patent and copy, to all government furnished data. The Contractor shall neither retain nor reproduce for private or commercial use any data or other materials furnished under this contact. The Contractor agrees not to assert any rights at common law or in equity or establish any claim to statutory copyright in such data. These rights are not exclusive and are in

addition to any other rights and remedies to which the government is otherwise entitled elsewhere in this contract.

(b) Contractor Produced Data and Materials. All property rights, including publication rights, in the information and materials produced by the Contractor in connection with this contract shall vest in the government. Information and materials shall include: progress reports, computer software applications/data bases, software documentation, plans, systems analyses, reports, extracts, test data and procedures.